

# Guide to Virtual Wish Visits

Through virtual wish discovery, wish volunteers are able to get to the heart of the wish and form strong bonds with wish children and their families. Please review the content below for best practices when visiting with a wish family virtually (via FaceTime, Skype, GoToMeeting, Google Meet, etc.). Please take the family's lead in determining their preference with these meetings and work with our staff to determine next steps.

## Virtual Introductions



Please take all necessary measures to ensure the family is comfortable with the technology plans. In your introductory call or email, ask if the family is comfortable using platforms like FaceTime, Skype, or Google Meet, and if they have a preference. If a wish family is not comfortable with this technology, please notify chapter staff to determine plans moving forward with the wish.



All Performance Standards and Guidelines still apply in a virtual setting. For example, only active wish granters should participate in this wish visit. Determine a setting for this meeting that will not involve your family, friends, or colleagues. In-person visits require two Make-A-Wish representatives.



Determine accommodations to get to know the wish child. When introducing yourself, consider preparing props or supportive materials to have nearby that will help you describe yourself, or seem more personable through a lens.

## Tips and Tricks

*You are encouraged to share some tips with your wish family. Optimal lighting and sound will allow for a more comfortable virtual meeting experience for all.*



Before your virtual meeting, determine where you will sit or stand, and practice with your camera. You might decide to place a lamp nearby to brighten your face or move to another room in your home that allows for more natural lighting. Be sure to wear your Make-A-Wish branded apparel, even if you are in the comfort of your own home!



Ask your wish granting partner or a friend or family member of yours to help you practice with the sound functions before the meeting time. Your microphone might be fuzzy or could pick up sounds from your surroundings. If you have earphones or a headset with a built-in microphone, your voice is likely to carry more clearly.



Determine if the meeting will be a 2-way call or a 3-way call. In other words, will you be in the same room with your wish granting partner/chapter staff or will you connect with them virtually the same way you are connecting with the wish family? If you are organizing a 3-way call, first connect with your wish granting partner before adding the wish family into the call for a smooth introduction.